

MAG Frequently Asked Questions

Why don't forecast loops work on my browser?

The animation mechanism has been through several changes. The latest version is done in JavaScript, removing the requirement for the computer system to have either Flash or Java enabled for the browser. The loops and individual images should display and animate on any platform that supports JavaScript, including most mobile platforms.

Why do loop images “flicker” when I view them?

We have found that using the large (1280 x 1024) image size option when animating (looping) images on Firefox in Windows; can produce a flickering effect that causes the images not to be displayed correctly. To avoid this problem, use either Google Chrome or Microsoft Internet Explorer when animating using the large image size, or use the medium size if constrained to Firefox.

What happened to the left/right arrow keys that used to step through the images in a loop?

One of the requirements for the looping of the images that we fulfilled with this latest release was to allow looping on smart phones/mobile devices and to ensure the looping was HTML-5 compliant. In order to satisfy these requirements, some of the previous functionality with the flash looper was not able to be ported. On the looping pages there are left and right arrows in the upper left of the image but they do not have keyboard shortcut keys associated with them.

As a workaround, view an individual image and advance to other images with "shortcut keys" - use "k" to advance and "j" to go back to the previous image.

Why don't my old URL paths work anymore?

The MAG web site has changed the main path in its direct access urls. For customers that used to access images directly with a url formatted like this:

`http://mag.ncep.noaa.gov/GemPakTier/MagGemPakImages/gfs/12/gfs_namer_015_250_wnd_ht.gif`

The new direct image url is formatted like this:

`http://mag.ncep.noaa.gov/data/gfs/12/gfs_namer_015_250_wnd_ht.gif`

- Notice /GemPakTier/MagGemPakImages is replaced with /data
- Also from the older site: remove any references to /NCOMAGWEB/appcontroller

We have added entries in our server tables that automatically redirect requests using the old URLs (that contain GemPakTier/MagGemPakImages) to use the updated links. However, we cannot leave

those entries in place indefinitely. We will remove those automatic redirections after 90 days (Tuesday, October 29, 2013). Customers should update their links by that date.

Please let us know if there are any links that are not resolved by the redirection or that do not work with the new url path.

If you experience problems while using the Model Analysis and Guidance web site, [please let us know](#). We test as much as possible, but it is not possible to test every operation on every browser and every Operating System. If you experience a recurring problem, please try to send us as much detail as possible surrounding the problem, what exactly happened, and the steps to reproduce the problem. We will try to address the issue or acknowledge its existence in this section.